

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S42	5	"458353".ap.	US-PGPUB; USPAT	OR	OFF	2006/12/05 09:00
S43	66450	("370"/\$.ccls. or "379"/\$.ccls.) and (@ad<"20020304" or @rlad<"20020304")	USPAT	OR	OFF	2006/12/05 09:02
S44	1135	S43 and "call center"	USPAT	OR	OFF	2006/12/05 09:02
S45	192	S44 and ((remote or remotely) same (manage or manag\$5))	USPAT	OR	OFF	2006/12/05 10:48
S46	27	S45 and "headset"	USPAT	OR	OFF	2006/12/05 09:26
S47	1847	"call center" and (@ad<"20020304" or @rlad<"20020304")	USPAT	OR	OFF	2006/12/05 09:26
S48	344	S47 and ((remote or remotely) same (manage or manag\$5))	USPAT	OR	OFF	2006/12/05 11:22
S49	0	("headset" same "MAC address") and "call center"	USPAT	OR	OFF	2006/12/05 10:49
S50	1	("headset" same "MAC address")	USPAT	OR	OFF	2006/12/05 10:59
S51	37	("headset" and "MAC address")	USPAT	OR	OFF	2006/12/05 10:59
S52	9	("headset" or "head set") same ("MAC address" or "hardware address" or "network address")	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/12/05 11:20
S53	2734	("call center" or "ACD") and (@ad<"20020304" or @rlad<"20020304")	US-PGPUB	OR	OFF	2006/12/05 11:21
S54	527	S53 and ((remote or remotely) same (manage or manag\$5 or monitor or monitor\$3))	US-PGPUB	OR	OFF	2006/12/05 11:40
S55	7367	("370"/\$.ccls. or "379"/\$.ccls.) and ((remote or remotely) same (manage or manag\$5 or monitor or monitor\$3))	USPAT	OR	OFF	2006/12/05 11:40
S56	97	S55 and (("MAC address" or "MAC addresses") same (map\$4 or associat\$3) same ("IP address" or "IP addresses"))	USPAT	OR	OFF	2006/12/05 11:43
S57	1	("6707904").PN.	USPAT	OR	OFF	2006/12/05 12:21
S58	1	S57 and updat\$3	USPAT	OR	OFF	2006/12/05 12:22
S60	10	"call center" and (remote same update same (software or firmware))	USPAT	OR	OFF	2006/12/05 12:27

## EAST Search History

S61	834	(remote same update same (software or firmware))	USPAT	OR	OFF	2006/12/05 12:27
S62	202	(remote with update with (software or firmware))	USPAT	OR	OFF	2006/12/05 12:27
S63	1	S62 and ("call center" or "ACD")	USPAT	OR	OFF	2006/12/05 12:28